

Last updated: May 21, 2026

## EASTLINK WIFI CALLING TERMS AND CONDITIONS

**These WiFi Calling Terms and Conditions (the “Terms”) govern your use of the WiFi Calling Features (“WiFi Calling” or “Service”) and contain important information about, and describe the obligations associated with, your use of WiFi Calling, including specific limitations on access to 9-1-1 emergency call routing, possible service charges, and impacts to your existing mobile services features. These terms form part of our agreement with you and are subject to Eastlink’s Consumer Terms of Service (or Business Terms of Service, as applicable), Acceptable Use Policy, and Privacy Policy, (available at [eastlink.ca/terms](http://eastlink.ca/terms)) all of the terms of which are incorporated by reference herein.**

**By using WiFi Calling, you agree to be bound, and to cause all persons who use WiFi Calling on your device to be bound by the Terms. If you do not agree to be bound by the Terms, do not use the Service. Eastlink may modify these Terms from time to time, including by modifying or terminating WiFi Calling, or any components thereof (including what rate plans are eligible for use with WiFi Calling). If we modify the Terms (and you remain eligible for WiFi Calling after any such modification), we will require you to re-accept them. If you do not agree to any modification of these Terms, you agree that you may not use WiFi Calling.**

1. WiFi Calling allows you to make and receive voice calls and SMS messages on your mobile device over a WiFi Internet connection. There are limitations on the use of WiFi Calling, as further described in the 9-1-1 Emergency WiFi Calling Terms of Service below, including important differences in how 9-1-1 emergency calls are routed. You acknowledge and agree to accept these limitations.

Note: WiFi Calling involves the use of a Virtual Private Network (VPN). You are responsible for complying with all local laws regarding VPN use.

2. Data Usage: While using WiFi Calling, you will use Internet data from your WiFi connection and you may be subject to service charges from the Internet service provider. When tethering, mobile data will be consumed on the device you are tethering from while using WiFi Calling.
3. Long Distance Charges: WiFi Calling is only available in Canada. Unless otherwise specified in your rate plan, you may incur long distance charges when making calls or sending text, picture and video messages to international numbers while using WiFi Calling; rates are subject to change without notice and may vary by plan.
4. Safety and Security: Many WiFi networks do not provide any level of encryption [(such as Wi-Fi Protected Access (WPA) or other encryption and authentication mechanisms)]. Devices using WiFi connections may be vulnerable to unauthorized attempts to access data and software stored on the Device. It is strongly recommended, and it is your responsibility, to ensure the configuration of your Device is secure.

5. WiFi Calling may not support voice calls to special numbers, including those prefixed with “\*” or “#” or short codes, and either free or premium numbers (billed per call/text). Some toll-free numbers may not be supported, and others may only work when dialed from specific cities or regions.

### **Requirements for Using WiFi Calling:**

6. WiFi Calling is available on eligible devices. An Eastlink SIM and mobile service plan is required. You must also have access to a public or private high speed WiFi Internet connection.
7. Activating WiFi Calling: To enable WiFi Calling, customers must first complete an in-device activation processes, provide an Emergency Address and provide consent regarding the limitations of 9-1-1 emergency WiFi Calls. Once the activation process is successfully completed, WiFi Calling may be toggled on under the device settings. The status bar will display “(WiFi)” when WiFi Calling is ready to be used.

### **9-1-1 Emergency WiFi Calling Terms of Service:**

#### Important Information: Limitations of using WiFi Calling for 9-1-1 emergency calls:

There are important limitations when using WiFi Calling to place 9-1-1 emergency calls.

By registering for WiFi Calling, you acknowledge and agree to the limitations. You are responsible for understanding and notifying anyone who uses your device about the limitations of using WiFi Calling for 9-1-1 emergency calls.

Always use a mobile network or landline telephone for emergency calls, if available.

8. **9-1-1 Calls over WiFi:** When using WiFi Calling for 9-1-1, your location cannot be automatically identified. To confirm your location and connect you with the appropriate emergency services, WiFi 9-1-1 calls are routed differently than 9-1-1 over a mobile network or landline telephone. For technical reasons, your 9-1-1 call over WiFi may experience delays or busy signals compared to traditional 9-1-1 calls.
9. **Emergency Wi-Fi Calling is Only Available in Canada:** If you place a 9-1-1 WiFi call from outside Canada, an operator may answer the call, but they will not be able to connect you with local emergency services.
10. **Your 9-1-1 Emergency Address:** When you first activate WiFi Calling, you must provide the full address where you are most likely to be located (your “9-1-1 Emergency Address”). Your Emergency Address will be used if you cannot speak during a 9-1-1 call. If the address you enter is invalid or inaccurate, you may may be required to re-enter it. Updates to your 9-1-1 Emergency Address may not take effect immediately (e.g., during IT maintenance periods). Only one (1) Emergency Address can be registered at a time. If your billing address changes, you will be prompted to update your Emergency Address.

It is your responsibility to keep your Emergency Address updated, including when you travel within Canada.

For more information: <https://help.eastlink.ca/mobile/wifi-calling/>.

11. **Routing of 9-1-1 Calls**: 9-1-1 calls over WiFi will automatically default to the mobile network, when available. 9-1-1 calls over the mobile network are routed based on your location. If the mobile network is not available, your call will be answered by a third-party operator who will collect your location and other information required to connect you to the nearest emergency services provider.
12. **Providing Your Location**: When using 9-1-1 Emergency WiFi Calling, you must verbally provide the operator with your location. Do not leave the WiFi coverage area during your call, or the call may drop. If disconnected, the operator will attempt to call you back. If you are unable to provide your location or the operator cannot reach you, the operator will use your registered Emergency Address. Do not hang up unless instructed to do so.
13. **Accuracy of Information**: You agree to provide true, accurate, current and complete information to Eastlink, including your 9-1-1 Emergency Address. If you provide false, inaccurate, or incomplete information, Eastlink may restrict your access to WiFi Calling. Your ability to place 911 calls over the mobile network will not be disabled.
14. **Conditions of Service**: WiFi Calling relies on Internet access with good WiFi coverage. WiFi Calling may be unavailable during network, service or power outages. During a power outage, a backup power supply is required for WiFi access enabling equipment.

WiFi Calling will not work: (i) during Internet network or service outages (ii) if the WiFi equipment is not functioning; (iii) if the Internet connection lacks sufficient capacity; and (iv) during service suspensions due to billing issues or breach of your Agreement. If the Internet connection is unstable, the call may drop. You are responsible for ensuring that you have adequate power, working equipment, and a stable Internet connection with WiFi coverage.

15. **T9-1-1 Not Supported**: Text with 9-1-1 (“T9-1-1”) is not compatible with 9-1-1 emergency WiFi Calling.
16. **Limitation of Liability (9-1-1 Calling)**: Eastlink is not liable for issues accessing 9-1-1 that result from these limitations or from customer failure to comply with requirements.

### **Limitation of Liability:**

17. Eastlink and its service providers disclaim all responsibility for the conduct of PSAPs, all other third parties involved in the provision of emergency response services, and any technical difficulties associated with the functioning of the 9-1-1 service.

18. WiFi Calling is provided on a best commercial efforts basis, with no guarantee of continued access or quality of service related to voice connectivity, on account of its reliance on public or private Internet.
19. To the extent permitted by applicable law, Eastlink and its service providers are not responsible to anyone for any damages, including direct, indirect, special, consequential, incidental, economic, exemplary or punitive damages relating to or arising out of any inability to access 9-1-1 Service or use WiFi Calling as a result of the above-mentioned limitations or your failure to comply with the above-mentioned requirements.
20. You are responsible for compliance with applicable laws, regulations and ordinances related to your use of WiFi Calling. Your compliance with applicable laws is not limited to jurisdictions within Canada but also the laws, regulations and ordinances of any jurisdiction from which you use WiFi Calling.